

SC DMH Client Advocacy Report March 2016

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	2	32
Harris	7	26
Morris Village	0	5
Hall	3	6
Tucker	0	0
BPH-Forensics	30	80
Mental Health Centers	35	95
Total	77	244

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	139	294
Information, Referral & Other Assistance¹	16	58

AT A GLANCE

Type of Complaint Resolved	Inpatient ² Year-to-date	Forensics ³ Year-to-date	Centers ⁴ Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	9	4	17	6	30
2) Admission & Discharge	14	24	2	9	40
3) Information & Advocacy	11	7		5	18
4) Physical Environment	4	5		2	9
5) Inpatient Rights	26	32		19	58
6) Personal Property & Money	10	10	9	14	29
7) Confidentiality & Consent	1	2	4	3	7
8) Treatment	7	9	81	30	97
9) Other Rights Issues	2	2	10	3	14
Total⁵	84	95	123	91	302

¹ Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

² Inpatient: BPH-Adult, Harris, Morris Village, Tucker & Hall.

³ Forensics: BPH-forensics (Correct Care & Crafts Farrow Campus).

⁴ Centers: All DMH community mental health centers, programs and community residential facilities.

⁵ Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
1) Abuse & Neglect					
a. Physical Abuse & Excessive Force	1	2		1	3
b. Excessive Restraint, Seclusion & PRNs	1			1	1
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	7	2	17	4	26
e. Neglect					
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	9	10		2	19
b. Community Placement (where)	3	5		3	8
c. Periodic Court Review	1	3		2	4
d. Questions, Education & Other	1	6	2	2	9
3) Information & Advocacy					
a. Access to Advocacy	2	4		5	6
b. Access to Legal Resources	3	3			6
c. Questions, Education & Other	6				6
4) Physical Environment					
a. Food Quality & Quantity	2	2		2	4
b. Linens, Clothes & Toiletries	1	2			3
c. Disrepair of Physical Plant	1	1			2
d. Cleanliness of Facilities					
5) Inpatient Rights					
a. Privacy	2			1	2
b. Safety	1	5		2	6
c. Freedom, Privileges & Fairness	13	11		5	24
d. Communication	4	6		5	10
e. Health Care	6	10		6	16
6) Personal Property & Money					
a. Property	6	3		7	9
b. Money, Entitlements, Rep. Payee	3	6	1	4	10
c. Billing Issues			7	3	7
d. Other Non-DMH Issues	1	1	1		3
7) Confidentiality & Consent					
a. Access to Records & Information	1	2	3	2	6
b. Breach of Confidentiality			1	1	1
c. Issues of Consent, Confidentiality, etc.					
8) Treatment					
a. Eligibility for Services	2		11	5	13
b. Accessibility to Staff & Treatment		2	33	15	35
c. Individualized, Client-Driven	5	3	37	10	45
d. Right to Refuse Treatment		4			4
9) Other Rights Issues					
a. Work, Compensation & Education					
b. Religion		1		1	1
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting	1				1
e. Housing			8	1	8
f. Legal assistance for Non-DMH issues	1	1	2	1	4

